Job Description

Living Collections Supervisor – Bird Demonstrations & Mammals

Grade: 7

Directorate: Operations **Location:** Slimbridge

Reporting to: Deputy Living Collections Manager - Presentations

Main function of post: To lead, manage, maintain and advance WWT Slimbridge demonstration birds of the Living Wetland Theatre and mammal collection. To coach and develop the team of assistants, trainers and presenters.

Supervisory responsibilities: Supervising staff, volunteers and work experience students/placements. Ensuring guest and staff safety. Delivering the highest standard of service and visitor experiences. General administration, record keeping and auditing. Maintaining gold standard of animal care and husbandry.

Responsibilities of the post

1. Working in collaboration with the Living Collections Manager and the Deputy Living Collections Manager with the following:
    - To enhance visitor experience and animal welfare through exhibit maintenance, demonstrations and presentations that are engaging and impactful.
    - Managing species such as – but not exclusive to –; Pink Backed Pelicans, Grey Crowned Crane, Little Egret, Spotted Whistling Ducks, Magpie Geese, North American River Otter, European Water Vole and Harvest Mice. Maintaining populations of Harvest Mice and Water Vole.
    - Developing, maintaining and adhering to relevant best practice guidelines in compliance with WWT Policies and Procedures, as well as in compliance with Secretary of States Standards on Modern Zoo Practice (SSSMZP).
    - Daily monitoring of the health and welfare of all animals within the sections, and working closely with the WWT veterinary team as and when concerns arise.
    - Keeping up to date records of the animal populations and their health using ZIMs and WWT systems.
    - Delivering a well-researched, balanced and nutritious diet for each species, and monitoring and updating as required.
    - Ordering relevant food stock, organising storage and maintaining stock levels.
    - Maintaining all on show exhibits and off show enclosures to the highest possible standard.

Including – but not exclusive to – pond, basic filtration, vegetation and pest control maintenance.

- Assisting with animal transfers within the wider WWT group and to outside collections.
- Delivering the highest standard of welfare possible to all animals in the section. Including designing and carrying out regular welfare / behaviour assessments and quality of life assessments where appropriate.
- Applying husbandry and management training through the use of positive reinforcement, with training plans, records and evidence based assessments to show the necessity of the training.

2. To be responsible for engaging visitors and guests by:
   - Assisting in writing, delivering and regularly reviewing presentations to support WWT Slimbridge engagement objectives.
   - Create training programmes for animals that facilitate positive human animal interaction and maximise the animal's participation in demonstrations whilst prioritising the welfare of the animal. Trying to incorporate natural behaviours and abilities.
   - Ensuring that all signage and interpretation is clear, up to date and appropriate in accordance with WWT brand and guidelines.
   - Participating in events and any media forms that represent WWT.
   - Maintain a good working relationship with all departments within the wider WWT family. Having good communication between the media, admissions, visitor experience and grounds teams.
   - Routinely auditing the AV systems to ensure they are in good working order. Communicating and working with the facilities team to resolve issues.
   - To trouble shoot and solve training setbacks, and be able to explain and teach these processes to the team.
3. To support the team by working on section and assisting with daily routines. This may include supporting the wider Living Collections team.
4. To induct and supervise work placements / students and volunteers as required.
5. To provide leadership and coaching to all staff and volunteers within the team, enabling every team member's contribution to be maximised by ensuring that the appropriate levels of direction and support are provided through professional line management in line with WWT's people frameworks.
6. Ensure the health & safety and wellbeing of everyone in your team is a top priority, creating a safe environment for staff, volunteers and visitors by implementing WWT's health and safety policies and guidelines.
7. To be responsible for ensuring that your team engage with the WWT Sustainability Statement being aware of negative environmental impacts and incorporating sustainable ways of working within the section.
8. To ensure that the team engage and interact with our visitors and supporters in a positive way, shaping unforgettable experiences and helping them understand and connect to wetlands.

9. To ensure that in the course of your work you adhere to the WWT Data Protection policy and standards.

10. Review and update Code of Safety Working Practices, Standard Operating Procedures and Risk Assessments as required.

11. Conduct regular one-ones, team meetings and if necessary performance reviews of the assigned team.

In addition to the duties and responsibilities listed, the post holder is required to perform any other reasonable duties that may be assigned by the line manager shown above, from time to time.

Date raised: October 2018 **Amended:** June 2022

Person Specification

1. Qualifications

Essential:

- Educated to A Level or above
- Current UK driving license

Desirable:

- Educated to degree level (preferably in an animal behaviour related subject)

2. Experience

Essential:

- Substantial experience in management and husbandry of various mammal and/or bird species.
- Substantial knowledge of animal training and behaviour management through the use of positive reinforcement, as well as the ability to problem solve and react quickly to changing situations.
- The ability to coach novice animal trainers and presenters.
- 3+ years' experience in a zoo or large visitor attraction.
- Experience in animal presentations or demonstrations.

Desirable:

- An enthusiasm for wildlife and conservation.
- Experience in breeding either mammal or bird species.
- Experience in working with children or a customer facing role.

3. Managerial & Supervisory

Essential:

- Experience in managing the life cycle of a team member to include recruitment, appraisals and performance management (including holding difficult conversations).
- An ability to train, motivate and manage a team of staff and volunteers.
- An ability to explain processes effectively and thoroughly.

Desirable:

- Experience in managing a team in a zoological facility.

Type of staff	Number managed	Number supervised

Employed Staff	0	Up to 5
Volunteers / Casual Workers	0	Up to 10
Contractors	0	0

4. Responsibility

Essential:

- Responsible for the provision and maintenance of mammal exhibits and the Living Wetland Theatre, and support aviaries
- Responsible for the health and welfare of mammal collection and demonstration birds, in compliance with all relevant WWT policies and procedures
- Keep daily records and welfare checks, in adherence with our zoo licensing guidelines
- In conjunction with Living Collections Management, assist with updating relevant standard operating procedures, protocols and risk assessments

Levels of Responsibility:

Type of Responsibility	**Level (£'s)**
Expenditure (exc. payroll)	£15k
Cash Handling	£250
Assets (required for job, exc. buildings)	£50k
Visitors (per annum)	Contribute to maintaining or increasing our annual visitor target, through well-presented exhibits and engaging and educational talks

5. Creative Ability

Essential:

- Development of best practice guidelines including diet programs, breeding and quarantining
- Ability to input on making decisions, such as changing enclosures and altering feeding regimes
- Ability to be creative and spontaneous in delivering engaging presentations and spot talks to all age groups
- Ability to organise own work, resolve arising problems, and have a flexible approach to new challenges
- An ability to confidently lead husbandry and demonstration training with animals and provide guidance for staff

6. Contact

Essential:

- Excellent working relationship with WWT Living Collections Management, Veterinary Staff and Registrar
- Core visitor engagement with the general public on a daily basis through customer engagement program
- Support other departments (such as Education, Marketing and Facilities) with centre promotion, maintenance and engagement
- Specialist talks to a wide range of visitors, groups, schools and animal professionals
- Work with other WWT centres in the promotion and conservation of key species as required

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General Notes

This is a full-time position based at WWT Slimbridge, on a rota basis of 5 days within 7 to include weekends and bank/public holidays (and occasional evenings). Your actual times of work will vary according to the needs of the business, and you will be notified of your working rota by your Line Manager in advance.